

New

Ministry

Justice

Describe: Basic Job Details

Position

Position Name (30 characters)

Sr. Learning & Development Specialist

Requested Class

Program Services4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

CJS/Resolution Services/ PLEI

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager - PLEI

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager of the Public Legal Education and Information unit, the Senior Learning and Development Specialist designs, develops, and continuously improves digital public legal education resources that promote equitable access to the justice system. The role advances the Ministry of Justice's mandate to reduce barriers for self-represented litigants (SRLs) by translating complex legal processes into clear, accessible, and user-centred learning products.

In addition to content development, the position supports Albertans in understanding key system transformation priorities, including the Family Justice Strategy and the Family-Focused Protocol. It contributes significantly to the ongoing quality, innovation, and expansion of digital education programming across the branch, and plays an active role in special projects mandated by the judiciary, particularly those focused on supporting families experiencing restructuring.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

The incumbent's responsibilities and duties include, but are not limited to, the following:

## **1. Content Development:**

Excellent written and oral communication skills, including the ability to present complex information in a clear and concise manner on multiple platforms.

Creation of interactive, engaging, and leading edge legal education materials, largely for adult audiences.

Delivery of high-quality and accessible digital education products, including but not limited to eCourses, videos, webinars, animation and audio scripts that are aligned with the rules of court, legislative, and regulatory requirements.

Create and maintain responsive, accessible web content and manage learning management systems using foundational coding skills such as: HTML, CSS, Basic JavaScript, CMS platforms (e.g. WordPress or equivalent)

Serving as a point of contact for e-courses for clients and internal partners.

Design, develop, and maintain high quality legal education content that is consistent across the province.

Provide training and learning opportunities for internal and external community partners and the general public.

Assess and evaluate technology and processes as it relates to the evolving needs of Albertans.

Overseeing marketing and advertisement for available education products and services.

Conducting research and analysis for the development of adult legal education programs and provide advice on new initiatives.

Contributes to improvements in access to justice for self-represented litigants navigating a highly complex legal system by increased understanding of complex legal process.

Supports the practical implementation of Ministry priorities such as the Family Justice Strategy and the Family Focused Protocol so that Albertans can effectively interact with the justice system.

Participating in the review process for the continuous improvement and implementation of current education initiatives.

Leveraging expertise to advance projects for internal and external partners.

Ensure all content meets accessibility, quality, and policy standards required by the Government of Alberta.

Responsible for creating and monitoring client surveys ensuring program goals are met.

Scheduling continuous review and evaluation of Public Legal Education and Information products and services.

Regular and ongoing consultation with staff, supervisors, managers, directors, and community partners.

## **2. Client Engagement:**

Deliver frontline technical support to a diverse user base, by translating complex technical concepts into accessible guidance while ensuring efficient resolution of system issues and a high-quality user experience.

Leverage strong troubleshooting and problem-solving skills to diagnose and resolve technical issues for clients.

Ensure the learning management system is effectively managed and maintained.

### **3. Community Partner Engagement:**

Create digitized legal education products in consultation with internal and external partners to ensure products are responsive to the diverse needs of Albertans. Collaborative development of education materials leads to fewer procedural errors and incomplete filings as well as reduced reliance on court resources for basic information.

Consulting and collaborate with various partners within the learning management system ecosystem.

Research, establish, and maintain partnerships with external partners/agencies to provide and expand access to legal education opportunities for Albertans.

Leverage subject matter expertise to advance projects from internal and external partners, ensuring alignment with branch priorities.

Provide training and learning opportunities for internal and external partners and the public.

Maintain regular and ongoing consultation with judiciary, staff, supervisors, managers, directors, and partners to support continuous improvement, alignment, and information sharing.

Coordinate the development of mailing lists of key community partners.

Scheduling continuous review and evaluation of Public Legal Education and Information products and services.

### **4. Project Management:**

Lead special projects and initiatives that contribute to enhanced quality of legal education services, programs, and directions.

Monitor project progress and prepare regular briefing for internal stakeholders and senior leadership.

Contribute to continuous improvement by identifying lessons learned and applying project management best practices.

Identify, assess, and mitigate project risks, and escalate issues as required to ensure timely resolution.

Ensure projects are well organized and structured for communication and decision making. A complete and accurate list of resources required for project planning, design and implementation is established, and the project teams are organized for working groups.

Track and report on project outcomes, performance metrics, and deliverables to support accountability and informed decision making.

Ensure alignment of project activities with legislative requirements, policy frameworks, and Ministry priorities.

### **5. Data analysis and reporting:**

Receive survey data from service providers and assist in analyzing and reporting for the purpose of continuous

program improvement and funding proposals.

Experience with extensive use of analytical, planning, organization, evaluation, and problem solving skills.

Respond to public inquiries and requests.

Support the development and refinement of evaluation frameworks, tools, and processes to strengthen ongoing program assessment.

Raise awareness to emerging issues that are particularly complex, politically charged, or could have significant impact to the branch and self-represented litigants.

Support Public Legal Education and Information unit planning and reporting.

Prepare summaries, dashboards, and briefing materials to communicate findings to leadership, judiciary, working groups, and partners in a clear and actionable format.

Branch and division support in a variety of ways including contributing to and preparing reports, business plans, participating on committees, and contributing and assisting with other divisional projects as required.

## **6. Team Building**

Develop, encourage, and maintain communication networks within the team.

Continuous collaboration among team members.

Chair team meetings to exchange information and identify current trends.

Promote communication and research leading edge legal educational tools and resources.

## **Problem Solving**

Typical problems solved:

Engage in cross-ministry and community service collaborations to ensure a coordinated and integrated approach to delivery of services and the availability of client resources within the current program framework and fiscal environment.

A strong focus on systems thinking is required to direct clients to the most appropriate resources for their individual circumstances.

Regularly research and remain informed of changes to other government services and community resources to ensure staff and clients are informed of the most up-to-date resources and information.

Maintain awareness of technological trends and issues impacting service delivery, including changes in legislation, court processes, precedent, protocol, or procedures to keep staff and clients informed.

Address access to the justice system and is responsible for translating legally dense, procedurally complex information into formats that self represented litigants can understand and act upon without misinterpretation, which includes breaking down information and processes to ensure consistent messaging across the province.

Solve problems related to user experience and digital delivery by recommending and applying instructional design, plain language principles, and usability testing to ensure materials are effective.

Address coordination challenges across partners, including but not limited to the judiciary, service delivery teams, and external community collaborators ensuring that education products are aligned, current, and consistent with evolving legislation and protocols.

Routine review of opportunities to apply existing and new learning methodologies to address current and future needs of the ministry and Albertans.

Responsible for monitoring, analyzing, and interpreting statistics. The information is used to develop unit strategies, problem-solving, and to inform program development activities.

Other duties as required.

Types of guidance available for problem solving:

This position receives direction from the Manager of the Public Legal Education and Information unit to identify specific goals and deliverables. Work on assigned projects will involve collaboration with the branch leadership and Public Legal Education and Information team to achieve shared goals. Significant expertise can be drawn on from team members across the division. Services are also guided by many pieces of legislation and practice frameworks.

Direct or indirect impacts of decisions:

The decisions the person in this role makes has a direct impact on the quality, accuracy, and usability of legal education products. These decisions influence whether Self-Represented Litigants can correctly complete forms, understand procedural steps, and make informed decisions about their legal matters.

Indirectly, the role has systemic impacts on access to justice, court efficiency, and public trust. Effective digitized legal education reduces reliance on support services and alleviates pressure on court resources. At a broader level, the role contributes to policy implementation outcomes. Through the development and delivery of digital education resources, the position indirectly influences litigant behaviour toward less adversarial, more trauma-informed approaches, contributing to reduced strain on families and court resources.

## Key Relationships

Major stakeholders and purpose of interactions:

**Daily:**

Manager - Provide briefings, updates, advice and recommendations. Raise awareness to emerging trends and issues. Participate in unit planning and reporting.

Team members - Collaborate and share ideas, support ongoing learning, and promote continuous improvement.

**Frequent:**

Director - Updates on program progress, recommendations on priorities, and escalation of significant issues.

Contracted service providers (IT developers, software providers, LMS team) - Discuss service needs and provide direction on identified deliverables.

Cross ministry partners - share information and align on joint initiatives.

**As Required:**

Managers in the branch - Consult about specific projects and exchange of information.

Subject matter experts from other divisions, ministries, and community - Exchange information, collaborate to achieve branch priorities.

Judiciary - Information exchange, consult regarding self-represented litigants and court needs.

Legal agencies (Legal Aid, community legal clinics, Student Legal Services, Probono Law) - Service coordination and information exchange.

Community organizations and stakeholders - Exchange information, learning opportunities, and share information.

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

Technology, Computer Science, Information Technology, Instructional Design, Education

Job-specific experience, technical competencies, certification and/or training:

- Academic preparation (undergraduate degree or equivalent) in related area, supplemented by three years related experience. Related experience or education may be considered as an equivalency on a one for one basis.
- Design, build, and maintain eLearning products and digital legal education materials for public audiences.
- Comprehensive understanding of interactive educational experiences, including: self-paced eCourses, webinars, videos, virtual workshops and various other multimedia public legal education resources.
- Create and maintain responsive, accessible web content and manage learning management systems using foundational coding skills such as: HTML, CSS, Basic JavaScript, CMS platforms (e.g., WordPress or equivalent).
- Strong proficiency with Moodle and Articulate 360 (Storyline/Rise).
- Experience managing components of large projects from planning through delivery.
- Experience working with internal and external partners to ensure digital legal education products are responsive to the needs of Albertans.
- Knowledge of government decision-making processes, relevant program governance, and departmental objectives.
- Strong written and verbal communication skills to convey complex information clearly and persuasively.
- Knowledge of technology platforms and the implementation of appropriate technology tools, including advanced knowledge of design and implementation practices and change management.
- Knowledge of complex client needs and systemic issues, including but not limited to those affecting newcomers, Indigenous people, individuals experiencing family violence, mental health challenges and broader social barriers.

**Behavioral Competencies**

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		

Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>Position must consider a holistic, long-term view of how digital legal education supports broader ministry outcomes. Additionally, they integrate various ministry priorities to identify and create the most appropriate education product to meet the needs of Albertans.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>This position establishes and executes the development of digital legal education products. They are required to achieve results on priorities despite ambiguity in process, evolving challenges, and tight timelines.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>This position is required to work with various partners within a complex service delivery environment. Their primary contacts will be with Resolution Services program teams, but they will also engage with colleagues in CJS and other divisions, the judiciary, contracted information technology vendors and community partners.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> <li>• Uses wide range of techniques to break down problems</li> </ul>	<p>This position regularly works in complex environments that require creative solutions.</p>

		<ul style="list-style-type: none"> <li>• Allows others to think creatively and voice ideas</li> <li>• Brings the right people together to solve issues</li> <li>• Identifies new solutions for the organization</li> </ul>	<p>Additionally, they must support the development of innovative solutions, and ensure effective and timely delivery of project deliverables to achieve anticipated outcomes and benefits.</p>
--	--	--	--

**Benchmarks**

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

**Ministry of Children's Services - Provincial Training and Workforce Development:**

Learning and Development Advisor

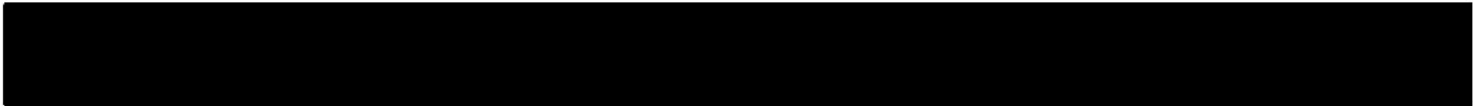
**Assign**

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Employee Signature



\_\_\_\_\_  
Director / Executive Director Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Director / Executive Director Signature